American Airlines Newsroom

NEWS RELEASE

A LaGuardia legacy

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#AATeam member Stephanie Correa came from an aviation family — and fell in love with the industry at an early age, enrolling at an aviation high school, where she received an aircraft maintenance license. After years of hard work, and some bumps in the road, she continues her parents' legacy as a customer service manager at LGA. Read her story below.

Every year around this time, I focus a little harder on the blessings in my life: my family, the job I love and the path I took to get here.

I'm a second-generation airline employee. You could say this business is in my blood. Both my mother and father spent many years in the aviation industry. They worked long hours, but I knew how much they loved what they did — the fast pace, the people, even the unpredictable day-to-day of it all. And they're the reason I do what I do so passionately.

Not only had I always planned on following in my parents' footsteps, I started doing so at a very young age. I went to an aviation high school and graduated with an aircraft maintenance license (A&P), just like my dad. I then got a bachelor's degree in aviation airport management with a minor in Air Traffic Control. I wanted to know everything about the industry — everything my parents loved and more. Eventually, I went to the Federal Aviation Administration (FAA) Academy in Oklahoma City, which gave me the ability to become an Air Traffic Controller. I got to move around the U.S., work at different airports, meet great people and learn more about the operation than any book could teach.

All of the love and support my colleagues provided inspired me to continue sharing my dad's love of aviation with others. – Stephanie Correa

In 2017, my father got sick, and I moved home to New York to spend more time with him. It was there that I joined

the American Airlines team as a senior tower planner at LaGuardia Airport (LGA). I got to work alongside an amazing group of people, coordinating flight operations to ensure all flights departed safely and on time. While that was an extremely difficult time in my life, I was so happy to be back in my hometown. Devastatingly, I lost my father later that year and the LGA team, who had become like family, was there for me during that tough time.

All of the love and support my colleagues provided inspired me to continue sharing my dad's love of aviation with others. So, in honor of him, I reached out to several other airports on the East Coast and helped to revamp the Professional Women in Aviation employee business resource groups at LGA and John F. Kennedy International Airport (JFK), which help motivate women to pursue a career in the airline industry.

After spending two years in the tower, I took my lifetime of knowledge and experience inside the airport as a customer service manager. Being on the Customer Care team means I get to help take care of customers on whatever journey they're on that day. I don't usually know what they're going through, but I do know, no matter the day or reason they're flying, everyone can use a smiling face and a helpful hand.

My own journey has been long and, at times, harder than I could have ever imagined, but I'm grateful for those who took care of me, expecting nothing in return. And I'm even more grateful for the opportunity to do the same for our customers passing through LGA.

Stephanie Correa
Customer Service Manager
Customer Care
New York (LGA)